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**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF NEW YORK**

The Authors Guild, Inc., Association of
American Publishers, Inc., et al.,

Plaintiffs,

v.

Google Inc.,

Defendant.

Case No. 05 CV 8136-DC

DECLARATION OF TIFFANEY ALLEN

1 I, Tiffany Allen, declare as follows:

2 1. I am a Senior Vice President of Client Services for Rust Consulting, Inc. ("Rust
3 Consulting"), which serves as the Settlement Administrator for the above-captioned case. I am
4 responsible for supervising the services provided by Rust Consulting for this matter. My business
5 address is 625 Marquette Avenue, Suite 880, Minneapolis, Minnesota 55402.

6 2. Rust Consulting is a nationally known settlement administration company and has
7 extensive experience in the administration of class action matters, having provided services in class
8 action cases ranging in size from 100 to 100 million Class Members and involving a wide range of
9 issues. We have provided notification and/or claims administration services in more than 2,000
10 matters. A description and biography of Rust Consulting is attached hereto as Exhibit A.

11 3. Rust Consulting was engaged by counsel to provide services in the settlement of the
12 above-captioned case, including both the original settlement and the amended settlement (together,
13 the "Settlement"). Our duties include but are not limited to the following: (a) postal mailing and e-
14 mailing both the original Notice of Class Action Settlement ("Notice") and the Supplemental
15 Notice, (b) maintaining, managing and operating the official Settlement Website,
16 www.googlebooksettlement.com, (c) assisting members of the original settlement class and the
17 Amended Settlement Class with the opt-out process and the process of claiming their works, (d)
18 establishing a call center staffed by trained customer service representatives to provide information
19 to likely members of the class and to answer questions regarding the Settlement; (e) receiving and
20 responding to email and postal inquiries, including from likely members of the class; (f) receiving
21 and logging requests for opt-outs from the Settlement; (g) receiving and logging claim forms from
22 members of the class, and (h) receiving settlement materials approved by Class Counsel (such as
23 the Notice and the Supplemental Notice) and working with translation firms to have the content
24 translated into the agreed languages.

25 4. Rust Consulting obtained a mailing address (P.O. Box 9364, Minneapolis, MN
26 55440-9364) to receive requests for exclusion (opt-outs), claim forms, requests for changes of
27 address, and other correspondence.

28 5. On January 5, 2009, Rust Consulting established a call center to respond to inquiries

1 about the Settlement, including from likely members of the class. Rust Consulting obtained and set
2 up toll-free numbers for 129 countries as well as an international toll line; these numbers were
3 listed in the Notice and on the Settlement Website. The toll-free lines provided the caller with the
4 option of selecting his or her native language and listening to the messages in that language. For
5 this purpose, an interactive voice response system (IVR) was recorded in the following 67
6 languages: Afrikaans, Albanian, Arabic, Armenian, Azerbaijani, Bahasa Indonesian, Belarusian,
7 Bengali, Bosnian, Bulgarian, Catalan, Chinese (Cantonese), Chinese (Mandarin), Creole (Haitian),
8 Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Georgian, German, Greek,
9 Gujarati, Hebrew, Hindi, Hungarian, Icelandic, Italian, Japanese, Kannada, Kazakh, Khmer,
10 Korean, Lao, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Maltese, Marathi, Norwegian,
11 Polish, Portuguese (Brazilian), Portuguese (Continental), Punjabi, Romanian, Russian, Serbian,
12 Sinhala, Slovak, Slovenian, Spanish, Swedish, Tagalog, Tajik, Tamil, Telugu, Thai, Turkish,
13 Turkmen, Ukrainian, Urdu, and Vietnamese. The following 36 languages were identified as
14 “Notice Languages”: Arabic, Bahasa Indonesian, Bulgarian, Chinese (Simplified), Chinese
15 (Traditional), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew,
16 Hindi, Hungarian, Italian, Japanese, Korean, Lithuanian, Malay, Norwegian, Polish, Portuguese
17 (Brazilian), Portuguese (Continental), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish,
18 Swedish, Thai, Turkish, and Vietnamese.¹ The IVR for the Notice Languages allowed the caller to
19 listen to answers to frequently asked questions or request a Notice and Claim Form. Callers also
20 were able to request to speak with a customer service representative (CSR) in their language or, if a
21 CSR was not available, to leave a message requesting a call-back in their language. During the
22 publication notice period live telephone support was provided in Arabic, Chinese (Mandarin),
23 English, French, German, Italian, Japanese, Portuguese, Russian, and Spanish. Call-back support
24 was available for the other languages. Callers using the international toll number are connected to a
25 CSR and are able to request to speak with someone in their native languages or are able to leave a
26 message for someone to return their call in their native language. A list of the numbers included in

27 ¹ Simplified and Traditional Chinese were the Notice Languages for written notice. Mandarin and Cantonese
28 Chinese are the spoken languages available through IVR.

1 the Notice and on the Website is attached hereto as Exhibit B.

2 6. As of February 8, 2010, the Settlement phone numbers have received approximately
3 13,923 total calls of which approximately 4,266 were transferred to a Rust Consulting customer
4 service representative.

5 7. On January 4, 2009, the Settlement Website was activated. The Settlement Website
6 is available in the 36 Notice Languages. The address of the Settlement Website
7 (www.googlebooksettlement.com) appeared in the Notice and Summary Notice. The Settlement
8 Website contains Settlement deadlines, Frequently Asked Questions and Answers, the Notice, the
9 Summary Notice, the Settlement Agreement and its attachments, the Author and Publisher Paper
10 Claim Forms, a Glossary of terms relating to the Settlement and contact information for the
11 Settlement Administrator. After December 14, 2009, the Settlement Website included the above
12 materials, plus the Supplemental Notice, the Amended Settlement Agreement and its attachments,
13 and updated Frequently Asked Questions and Answers. The Settlement Website also contained an
14 online opt-out page and contains an online claiming feature for authors (and heirs), agents and
15 publishers. The online claiming feature allows the user to search and claim a book or an insert, to
16 upload an ONIX file of books, or to submit an Excel spreadsheet with a list of books. After
17 claiming a book, the Settlement Website allows the user to manage the display uses of a work, to
18 challenge the commercial availability status of a book or request removal of a book. As of
19 February 8, 2010, there have been 1,463,869 total visits and 1,208,752 unique visitors to the
20 website.
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23 8. The Settlement Website was established and maintained by Rust Consulting.
24 Google Inc. provided both technical support and hosting services for the Settlement Website. As
25 updates were made to the Settlement Website or content was added, Rust Consulting provided the
26 new content to TransPerfect Inc. for translation into the 35 non-English Notice Languages, worked
27 with both Google Inc. and TransPerfect to ensure that the new content was in the proper format and
28

1 file structure. Once the new content was available in all languages the files were forwarded to
2 Google Inc. and then posted to the Settlement Website.

3 9. As of February 8, 2010, Rust Consulting received 6,818 timely requests for
4 exclusion. In addition, Rust Consulting has received 13 requests for exclusion after the January 28,
5 2010 opt-out deadline. Class Members also had the opportunity to withdraw their opt-out request
6 and opt back in to the Settlement. A list of members of the Original Settlement Class and the
7 Amended Settlement Class who timely requested to be excluded and did not opt back into the
8 Settlement is attached hereto as Exhibit C.

10 10. As of February 8, 2010, Rust Consulting has received 1,846 completed hard copy
11 claim forms, and 42,604 claim forms were completed using the Settlement Website. The total
12 number of Books claimed by those 44,450 claimants is 1,125,339. The total number of Inserts
13 claimed by those 44,450 claimants is 21,829. In addition, Rust Consulting has received 485 lists
14 including approximately 8,164 Books and approximately 5,536 Inserts from authors or publishers
15 requesting assistance through the simplified claiming process. A table with detail regarding sub-
16 class and location of the claimants for the claim forms completed using the Settlement Website is
17 attached hereto as Exhibit D.

18 11. Of the 1,107,620 Books claimed online, 619,531 are classified as out-of-print (not
19 Commercially Available) and 488,089 are classified as in-print (Commercially Available).

20 12. Of the 44,450 claiming Rightsholders, 40,058 are members of the Author Sub-Class
21 and 4,392 are members of the Publisher Sub-Class. Agents that may be claiming on behalf of
22 multiple authors are, to be conservative, calculated as a single author.

23 13. Of the 44,450 claiming Rightsholders, 23,036 were located in the U.S., 3,167 in the
24 UK, 4,035 in Canada, and 2,249 in Australia. This totals 32,487 claiming rightsholders from those
25 four countries, or 73% of the total number of claiming Rightsholders. Location of Rightsholders
26 was determined by the individual's web browser environment.

27 14. Rust Consulting established email addresses to receive inquiries in 36 different
28

1 languages, and those addresses were posted on the Settlement Website. The Settlement Website
2 allowed visitors to send electronic mail inquiries and requests to Rust Consulting, who had
3 representatives trained to field and respond to such inquiries. As of February 8, 2010, Rust
4 Consulting received and resolved approximately 10,143 electronic mail inquiries. In addition Rust
5 Consulting received and resolved approximately 783 inquiries sent via postal mail.

6 15. Rust Consulting mailed the Notice on a rolling basis to persons who called the call
7 center or sent correspondence and requested such Notice. As of February 8, 2010, Rust Consulting
8 mailed 2,652 Notices as a result of such requests.

9 16. Between January 23, 2009 and July 14, 2009, Rust Consulting sent by email and
10 postal mail either the Notice or Summary Notice in the following manner: 36 Notice Languages to
11 362,805 individuals who were identified as potential Class Members. A detailed description of the
12 Notice Program and how the potential Class Members were identified is included in the affidavit by
13 Kathy Kinsella of Kinsella Media, LLC. A sample of English Notice and Summary Notice mailing
14 to authors and publishers are hereto attached as Exhibit E.

15 17. On December 14, 2009, Rust Consulting sent by email and postal mail the
16 Supplemental Notice in the following manner: 36 Notice Languages to 52,437 individuals who had
17 previously provided contact information on the Settlement Website or on a Claim Form, who opted
18 out of the original Settlement Agreement, or who filed an objection, amicus statement, or other
19 statement with the Court, or who contacted Class Counsel or the Settlement Administrator. An
20 English version of the Supplemental Notice is hereto attached as Exhibit F.

21 18. Rust Consulting received the IVR, Settlement Website Frequently Asked Questions
22 and Answers, the Settlement Website Help Center content, the Claim Form, and the claiming
23 spreadsheet template in forms approved by Class Counsel. The IVR content was sent to Language
24 Innovations for translation into the 35 non-English Notice Languages and returned to Rust
25 Consulting. Upon receipt of the translations, the IVR content in the 35 non-English languages was
26 sent to TransPerfect, which used a native speaker to record the various message prompts and
27 returned the files containing the recordings. The recordings were then programmed and
28 implemented on the telephone lines. The Settlement Website Frequently Asked Questions and

1 Answers were sent to Language Innovations for translation into the 35 non-English Notice
2 Languages. Upon receipt of the translations of the Frequently Asked Questions and Answers, Rust
3 Consulting provided the files for the 35 non-English languages to Google Inc. to be posted on the
4 Settlement Website. The Settlement Website Help Center content, the Claim Form, and the
5 claiming spreadsheet template were sent to TransPerfect for translation into the 35 non-English
6 Notice Languages. Upon receipt of the translations of the Settlement Website Help Center content,
7 the Claim Form, and the claiming spreadsheet template, Rust Consulting provided the files for the
8 35 non-English languages to Google to be posted on the Settlement Website. Further detail
9 regarding Language Innovations and TransPerfect, and the services they provide is included in the
10 affidavit by Kathy Kinsella of Kinsella Media, LLC. Certifications to the quality and accuracy of
11 the translations are hereto attached as Exhibit G.

12 19. When KM or Rust received suggestions from outside sources – including native-
13 language speakers at organizations participating in the Notice Program – about translations, those
14 suggestions were routed to the translation firm that had translated the document into the relevant
15 languages. Changes that enhanced the accuracy of the document were incorporated as deemed
16 appropriate. In some instances, translations were edited or redone by another translation firm, to
17 enhance the quality of the translation. (Examples include the Norwegian and Swedish translations
18 of the Notice, which was retranslated in its entirety into those two languages and then re-distributed
19 to groups participating in the Direct Notice program. Rust's distribution of direct notice in those
20 languages was postponed in order to wait for the final, retranslated Notice.)
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23 I declare under penalty of perjury that the foregoing is true and correct.
24 Executed this 10th day of February, 2010 in Minneapolis, MN.


25 
26 _____
27 Tiffany Allen
28

Exhibit A

Rust Consulting, Inc. Overview

Rust Consulting, Inc. is a project-based administrative solutions provider with 30 years and more than 2,500 projects of experience. We are headquartered in Minneapolis and have more than 550 employees located in offices in Faribault, Minn., Melville, N.Y., Palm Beach Gardens, Fla., Philadelphia, San Francisco, Seattle, and Washington, D.C.

Our 70 project managers have 330 years of combined experience bring a client-focused, problem solving approach that minimizes costs, maximizes results and ensures excellence from start to finish. Rust offers clients:

- Data Management
- Call Centers
- Claims Processing
- Fund Distribution and Tax Reporting
- Notification
- Project Management

Our core competencies are executed in-house; we own and manage our technology and systems internally. We own and maintain our own call centers telephone systems (in Minneapolis and Faribault, Minn.), allowing for calls to be taken through customized Interactive Voice Responses systems, in our in-house call centers with up to 500 simultaneous customer service representatives, or through customized hybrid systems.

We have:

- Distributed more than \$3.5 billion
- Processed 4.5 billion records for 400 projects in one year
- Processed more than 100 million forms
- Answered more than 1 million calls on five separate projects
- Mailed more than 100 million notices
- Emailed more than 24 million notices

Outstanding annual SAS70 Type II audits and Federal Information Security Management Act ("FISMA") and Health Insurance Portability and Accountability Act ("HIPAA") compliance certification demonstrate the quality and integrity of our processes and systems. Rust uses industry best practices and security features to protect data associated with database management, notification, call centers, claims processing and distribution.

The following cases are examples where Rust provided notification and/or claims administration services: *In re Compact Disc Minimum Advertised Price Antitrust*, MDL No. 982 (U.S. Dist. Ct. W.D. Penn.), music products price-fixing settlement; *Wolens v. American Airlines, Inc.*, No. 88CH 7554 (Cir. Ct. Cook Cty, Ill., Cty. Dept. Law Div.), breach of contract frequent flyer plan settlements; *McNeil v. American General Life & Accident Co.*, Case No. 3-99-1157 (U.S. Dist. Ct. M.D. Tenn. Nashville Div.), industrial life insurance settlement; *Naef v. Masonite Corp.*, No. 94-4033 (Ala. Cir. Ct., Mobile Co.), hardboard siding defective product settlement; *In re Metropolitan Life Ins. Co.*, Misc. Docket No. 96-179 MDL No. 1091 (U.S. Dist. W. D. Penn.), life insurance market conduct settlement; *Baird v. Thomson Consumer Electronics, Inc.*, Case No. 00-L-000761 (Cir. Ct. Third Jud. Cir. Madison Cty. Ill.), television set defective product settlement; *Benacquisto v. American Express Financial Corp.*, No.00-1980 DSD, No. 96-18477, No. 97-4742, No. 98-15681 (U.S. Dist. Ct., 4th Dist. Minn.), annuity and life insurance and market conduct settlements; *Schwartz v. Dallas Cowboys Football Club*, Civ. Action No. 07 CV 5184 (U.S. Dist. Ct. E.D. Penn.), NFL Sunday Ticket Direct TV antitrust settlement; *Carlson v. Abbott Laboratories*, No. 94-CV-2608 (Wis. Cir. Ct. Milw. Co.), one of many infant formula price-fixing cases on behalf of third-party consumer classes in sixteen states; *Cox v. Shell Oil Co.*, No. 18,844 (Tenn. Ch. Ct. Obion Co Div.), Polybutylene pipe defective product cases; *In re Motorsports Merchandise Antitrust Litigation*, MDL Docket No. 1212, NASCAR on-track merchandise price-fixing case; *Fogie v. Thorn Americas*, Civ. File No. 3-94-359 (U.S. Dist. Ct., 3rd Dist. Minn.), consumer “furniture rental” usury case; *Ridgeway v. Denny’s Inc.*, C93-20202 JW(PT), racial discrimination case concerning restaurant customers; *Stender v. Lucky Stores, Inc.*, No. 88-1467 (U.S. Dist. Ct. N.D. Cal.), gender discrimination cases; *Forbush v. J.C. Penney Co.*, Nos. 3-90-2719-X, 3-92-0109-X (U.S. Dist. Ct. N.D. Tex.), pension fund settlement; and *Garza v. Sporting Goods Properties Inc.*, No. SA 93-CA-1082 (U.S. Dist. Ct. W.D. Tex.), defective shotgun product case.



Exhibit B

Country	Phone Number
Albania	Toll-Free 00 800 0010 (wait for tone) 888.839.1909
Algeria	00 1.612.359.8600
Andorra	00 1.612.359.8600
Angola	Toll-Free 808 000 011 (wait for tone) 888.839.1909
Anguilla	Toll-Free 1.888.839.1909
Antigua and Barbuda	Toll-Free 1.800.988.7132
Argentina	Toll-Free 0800.666.1520
Armenia	Toll-Free 0 800 10 111 (wait for tone) 888.839.1909 (select locations); or 00 1.612.359.8600
Aruba	00 1.612.359.8600
Australia	Toll-Free 1.800.669.201
Austria	Toll-Free 00 800 8000 3300
Azerbaijan	00 1.612.359.8600
Bahamas	Toll-Free 1.888.762.3775
Bahrain	Toll-Free 800.19.908
Bangladesh	Toll-Free 157 0011 (wait for tone) 888.839.1909; or 00 1.612.359.8600
Barbados	Toll-Free 1.800.988.7146
Belarus	Toll-Free 8 (wait for tone) 800 101 (wait for tone) 888.839.1909 (select locations); or 8 (wait for tone) 10 1.612.359.8600
Belgium	Toll-Free 00 800 8000 3300
Belize	Toll-Free 811 (wait for tone) 888.839.1909 (select locations); or 00 1.612.359.8600
Benin	Toll-Free 102 (wait for tone) 888.839.1909
Bermuda	Toll-Free 1.800.988.7139
Bolivia	Toll-Free 800.10.0675
Bosnia & Herzegovina	Toll-Free 00 800 0010 (wait for tone) 888.839.1909 (select locations); or 00 1.612.359.8600
Botswana	00 1.612.359.8600

Brazil	Toll-Free 0800.891.7626
British Virgin Islands	Toll-Free 1.800.988.7149
Brunei	Toll-Free 800 1111(wait for tone) 888.839.1909
Bulgaria	Toll-Free 00 800 8000 3300
Burkina Faso	00 1.612.359.8600
Burundi	00 1.612.359.8600
Cambodia	Toll-Free 1 800 881 001 (wait for tone) 888.839.1909 (select locations); or 001 1.612.359.8600
Cameroon	00 1.612.359.8600
Canada	Toll-Free 1.888.356.0248
Cape Verde	0 1.612.359.8600
Cayman Islands	Toll-Free 1.800.988.7151
Central African Republic	00 1.612.359.8600
Chad	15 1.612.359.8600
Chile	Toll-Free 1230.020.9265
China	Toll-Free 00 800 8000 3300
Colombia	Toll-Free 01800.700.2137
Comoros	00 1.612.359.8600
Cook Islands	Toll-Free 09 111 (wait for tone) 888.839.1909
Costa Rica	Toll-Free 0800.044.0102
Cote d'Ivoire	00 1.612.359.8600
Croatia	Toll-Free 0800.222.460
Cyprus	Toll-Free 00 800 8000 3300
Czech Republic	Toll-Free 00 800 8000 3300
Democratic Republic of the Congo	00 1.612.359.8600
Denmark	Toll-Free 00 800 8000 3300
Djibouti	00 1.612.359.8600

Dominica	Toll-Free 1.800.988.7130
Dominican Republic	Toll-Free 1.888.751.8874
East Timor	00 1.612.359.8600
Ecuador	Toll-Free 1.800.010.575
Egypt	Toll-Free 2510 0200 (wait for tone) 888.839.1909 (Cairo); Toll-Free 02 2510 0200 (wait for tone) 888.839.1909
El Salvador	Toll-Free 800.6599
Equatorial Guinea	00 1.612.359.8600
Estonia	Toll-Free 00 800 8000 3300
Falkland Islands	00 1.612.359.8600
Faroe Islands	00 1.612.359.8600
Fiji	Toll-Free 004 890 1001 (wait for tone) 888.839.1909
Finland	Toll-Free 00 800 8000 3300
France	Toll-Free 00 800 8000 3300
French Guiana	Toll-Free 0800 99 0011(wait for tone) 888.839.1909
French Polynesia	00 1.612.359.8600
Gabon	00 1.612.359.8600
Gambia	00 1.612.359.8600
Georgia	8 (wait for tone) 10 1.612.359.8600
Germany	Toll-Free 00 800 8000 3300
Ghana	Toll-Free 0191 (wait for tone) 888.839.1909
Gibraltar	Toll-Free 8800 (wait for tone) 888.839.1909
Greece	Toll-Free 00.8004.414.6186
Greenland	00 1.612.359.8600
Grenada	Toll-Free 1.800.988.7159
Guadeloupe	00 1.612.359.8600
Guam	Toll-Free 1.888.356.0248
Guatemala	Toll-Free 138 120 (wait for tone) 888.839.1909; or Toll-Free 999 91 90 (wait for tone) 888.839.1909

Guinea	00 1.612.359.8600
Guinea-Bissau	00 1.612.359.8600
Guyana	Toll-Free 159 (wait for tone) 888.839.1909
Haiti	Toll-Free 183 (wait for tone) 888.839.1909 (English); or Toll-Free 181 (wait for tone) 888.839.1909 (Creole)
Honduras	Toll-Free 800 0123 (wait for tone) 888.839.1909
Hong Kong	Toll-Free 3071.5077
Hungary	Toll-Free 00 800 8000 3300
Iceland	Toll-Free 00 800 8000 3300
India	Toll-Free 000.800.440.1709
Indonesia	Toll-Free 001.803.017.7714
Ireland	Toll-Free 00 800 8000 3300
Isle of Man	+1.612.359.8600
Israel	Toll-Free 00 800 8000 3300
Italy	Toll-Free 00 800 8000 3300
Jamaica	Toll-Free 1.800.988.7135
Japan	Toll-Free 0120.948.079
Jersey & Guernsey	+1.612.359.8600
Jordan	Toll-Free 18 800 000 (wait for tone) 888.839.1909
Kazakhstan	Toll-Free 8 (wait for tone) 800 121 4321 (wait for tone) 888.839.1909
Kenya	000 1.612.359.8600
Kiribati	00 1.612.359.8600
Kuwait	00 1.612.359.8600
Kyrgyzstan	00 1.612.359.8600
Laos	00 1.612.359.8600
Latvia	Toll-Free 00 800 8000 3300
Lebanon	00 1.612.359.8600
Lesotho	00 1.612.359.8600

Liberia	00 1.612.359.8600
Libya	00 1.612.359.8600
Liechtenstein	00 1.612.359.8600
Lithuania	Toll-Free 00 800 8000 3300
Luxembourg	Toll-Free 00 800 8000 3300
Macau	Toll-Free 0800 111 (wait for tone) 888.839.1909
Macedonia	Toll-Free 0 8000 4288 (wait for tone) 888.839.1909
Madagascar	00 1.612.359.8600
Malawi	00 1.612.359.8600
Malaysia	Toll-Free 1.800.88.0895
Maldives	00 1.612.359.8600
Mali	00 1.612.359.8600
Malta	Toll-Free 00 800 8000 3300
Marshall Islands	011 1.612.359.8600
Martinique	Toll-Free 0800 99 0011 (wait for tone) 888.839.1909
Mauritania	00 1.612.359.8600
Mauritius	Toll-Free 802.044.0053
Mayotte	00 1.612.359.8600
Mexico	Toll-Free 01.800.681.1853
Micronesia	Toll-Free 288 (wait for tone) 888.839.1909
Moldova	00 1.612.359.8600
Monaco	Toll-Free 800.93412
Mongolia	001 1.612.359.8600
Montenegro	00 1.612.359.8600
Montserrat	Toll-Free 1.888.839.1909
Morocco	Toll-Free 002 11 0011 (wait for tone) 888.839.1909
Mozambique	00 1.612.359.8600
Namibia	00 1.612.359.8600

Nauru	00 1.612.359.8600
Netherlands	Toll-Free 00 800 8000 3300
Netherlands Antilles	Toll-Free 1.888.839.1909
New Caledonia	00 1.612.359.8600
New Zealand	Toll-Free 0800.447.916
Nicaragua	Toll-Free 1 800 0164 (wait for tone) 888.839.1909
Niger	00 1.612.359.8600
Nigeria	009 1.612.359.8600
Niue	00 1.612.359.8600
Northern Mariana Islands	1.612.359.8600
Norway	Toll-Free 00 800 8000 3300
Oman	00 1.612.359.8600
Pakistan	Toll-Free 00800.900.44023
Palau	011 1.612.359.8600
Palestinian Territories	00 1.612.359.8600
Panama	Toll-Free 00.1.800.203.1978
Papua New Guinea	05 1.612.359.8600
Paraguay	Toll-free 009.800.441.0047
Peru	Toll-Free 0800.54026
Philippines	Toll-Free 1.800.1.441.0425
Poland	Toll-Free 00 800 8000 3300
Portugal	Toll-Free 00 800 8000 3300
Puerto Rico	Toll-Free 1.888.356.0248
Qatar	00 1.612.359.8600
Republic of the Congo	00 1.612.359.8600
Reunion	Toll-Free 0800 99 0011 (wait for tone) 888.839.1909
Romania	Toll-Free 08008.94930

Russia	Toll-Free 8 10 (wait for tone) 800 8000 3300 (Moscow); or 8 (wait for tone) 10 1.612.359.8600
Rwanda	00 1.612.359.8600
Saint Helena	00 1.612.359.8600
Saint Kitts and Nevis	Toll-Free 1.800.988.7156
Saint Lucia	1.612.359.8600
Saint Pierre & Miquelon	Toll-Free 0800 99 0011 (wait for tone) 888.839.1909
Saint Vincent & the Grenadines	Toll-Free 1.800.988.7134
Samoa	0 1.612.359.8600
Sao Tome and Principe	00 1.612.359.8600
Saudi Arabia	Toll-Free 800.844.6841
Senegal	Toll-Free 800 103 073 (wait for tone) 888.839.1909
Serbia	00 1.612.359.8600
Seychelles	00 1.612.359.8600
Sierra Leone	Toll-Free 1100 (wait for tone) 888.839.1909
Singapore	Toll-Free 800.130.1602
Slovakia	Toll-Free 00 800 8000 3300
Slovenia	Toll-Free 0800.80419
Solomon Islands	00 1.612.359.8600
Somalia	00 1.612.359.8600
South Africa	Toll-Free 0.800.981.216
South Korea	Toll-Free 00.308.13.1762
Spain	Toll-Free 00 800 8000 3300
Sri Lanka	00 1.612.359.8600
Sudan	00 1.612.359.8600
Suriname	Toll-Free 156 (wait for tone) 888.839.1909 (select locations); or 00 1.612.359.8600

Swaziland	00 1.612.359.8600
Sweden	Toll-Free 00 800 8000 3300
Switzerland	Toll-Free 00 800 8000 3300
Syria	Toll-Free 0 801 (wait for tone) 888.839.1909
Taiwan	Toll-Free 0800666907
Tajikistan	8 (wait for tone) 10 1.612.359.8600
Tanzania	000 1.612.359.8600
Thailand	Toll-Free 001.800.13.203.2853
Togo	00 1.612.359.8600
Tokelau	00 1.612.359.8600
Tonga	00 1.612.359.8600
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